



FIA Icon *online*

A product of the Michigan **Family Independence Agency**

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STATE OF MICHIGAN
Family
Independence
Agency
[April 18, 2003](#)

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FY 2004 FIA budget introduced

Governor Jennifer Granholm on March 6 introduced her state budget for the fiscal year that begins in October. The **Family Independence Agency budget** was \$3.9 billion, a 3.2 percent reduction from the current year appropriation and a 6.3 percent reduction in state General Funds. Among budget highlights are:

- The budget assumes an average caseload in the **Family Independence Program** of 69,500 cases with no projected cuts in the basic grant.
- The **child day care** allocation is \$471.8 million with an expected average caseload of 66,300. There are no rate or eligibility reductions although service is limited to 100 hours per two-week pay period.
- The **State Disability Assistance** program is retained with an expected caseload of 8,400.
- **Transitional Medicaid** is eliminated but a Medicaid waiver will be sought to provide coverage for families that qualified for the program.
- There is \$70 million dedicated for maintenance and operation of **Michigan's Child Support Enforcement System**, which is scheduled to be a single statewide system in all 83 counties and federally certified by Sept. 30.
- **State Emergency Relief** indigent burials will be reduced by 15 percent.
- **Adoption subsidies** will be retained but will be limited to adopted children under age 19 instead of 21.
- In a complicated move, the budget proposal offers opportunities for counties to pilot **community-based alternatives to out-of-home placement** by cost allocation against TANF and Child Care Fund dollars.

The budget proposal has gone to the state legislature for review and deliberation. For more on the governor's FY 2004 budget proposal go to <http://www.michigan.gov/budget>

My turn

By Nannette M. Bowler

Director, Family Independence Agency

Welcome to the new **FIA Icon online**.

In the last 10 months, this agency has undergone phenomenal changes – an early retirement that depleted the ranks of nearly 3,000 seasoned employees, nearly 1,000 new employees, fiscal reductions from the past administration and new executive reductions for this fiscal year.

Add to that a new administration and a new FIA director and it's no wonder that everything around you may seem very different.



FIA Icon online
a publication of Michigan's
Family Independence Agency

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Governor
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Budget, Administration & Finance

So it seems in keeping with the times that our tried and true publication, FIA Icon, should change as well. With the fiscal restraints that confront us, we are changing to an online format to save costs and to try to provide you with more timely information. In addition, we hope to feature more of the stories that make all of us proud to work for FIA.

To do that we need your continued help and enthusiasm. Please share your stories with the editor or an appropriate member of the editorial advisory board.

This publication has always reflected the FIA universe of activity – our agency's people, programs, policies and events. Let us know what we're doing right and what we could do better. We're open to your suggestions.

After nearly four months as your director, all I can say is...**WOW!** While I've had the pleasure of visiting counties and meeting with FIA administrators, including county and district managers ... having two "brown bag luncheons" with central office staff ... meeting with customer groups, other state agencies with whom we are integrally linked, private agencies, legislators ... I feel like I've been part of this organization for far longer.

The warmth with which I've been greeted has genuinely touched me. I believe my message of openness and dignity has gone a long way to renew the sense of commitment and value of all FIA staff. I share our governor's respect for the value and integrity of state workers and I want your input into the direction our agency will take in the coming years.

In the coming weeks, I will announce a formal process to secure and provide feedback to the excellent ideas I receive daily from employees like you throughout the agency. That is part of my commitment to you – to let you know why we are doing, what we do, what we undertake and when we can't pursue your ideas, why. That is the least we can do to support your work and ideas of this agency.

I will also do my best to share new ideas and approaches in a way that is understandable and logical to you. One of those new ideas, the **immersion process**, is discussed later in this newsletter.

One thing I have been asked repeatedly by many is what is my vision for the agency. My vision is simple...it comes from you!

I know any vision I may have is only as good as the one I can guide this agency to deliver. I hear and see the need for respect, dignity, support and partnership, sometimes with those who have been our adversaries in the past.

I am listening and I will continue to listen. To the extent possible, our collective vision will be a reflection of what is good for FIA and the children and families we serve. It will be a shared vision.

I ask only that you be open...think outside the box... not be hindered by past decisions or directions and be proud of what you do. I know I am!

Nannette M. Bowler

Intercepted letters

Date: March 7
Subj: Furnace fixed
From: **Michael J. Baker**, Bay City
Appeared in Bay City Times' People's Forum

I'm 52 years old, totally disabled and on a very limited income. I ran into an emergency furnace problem during the January cold snap. I'd like to thank the people who helped me. I ended up borrowing the money from a relative. My furnace got replaced and the true heroes who came to my aid were my two FIA caseworkers, **Pat Reiss** and **Karlisa Robinson**, and especially Doug from Doug's Plumbing and Heating, who gave 110 percent and took care of the problem immediately. It's truly a

Resume Nannette Bowler

Gov. Jennifer M.
Granholm appointed Nannette
M. Bowler to be director of the
Family Independence Agency,
effective Jan. 1.

CAREER

Michigan State University
Chance at Childhood Program
director, 1999-2002

Lt. Gov. Connie Binsfeld's
Commission on Children, legal
counsel and executive director,
1995-98

Children's Law Center co-
founder, executive director and
attorney, 1990-95

Project Harmony executive
director, 1990

Kent County assistant
prosecutor, 1987-89

EDUCATION

Bachelor's degree in
psychology, Aquinas College in
Grand Rapids, 1978

Juris doctorate, Cooley Law
School in Lansing, 1985

MEMBERSHIPS

State Bar of Michigan

Fellows of the State Bar of
Michigan

State Court Administrative Office
advisory board

Michigan State Housing
Development Authority

Keeping Early Education
Positive for Clinton-Eaton-
Ingham Community Mental
Health

blessing to know that there are still caring people out there and contractors like
Doug and his installers that do superior work.

■ Pat Reiss is an adult services specialist and Karlisa Robinson is an eligibility
specialist with Bay County Family Independence Agency.

Date: Jan. 2
To: Editor, FIA Icon
Subj: Ann Snider

With the assistance of Ann Snider, an associate in your St. Johns (Clinton
County FIA) office, I recently had the occasion to arrange service to a family
member, a first experience for me. I found Ann to be compassionate, empathetic,
thoughtful, kind, understanding, helpful and initiating of resources and solutions
while maintaining her professional efficiency and effectiveness in phone calls and
meetings. From these brief encounters, her client – my family member – began
asking me to “just drive by where Miss Ann works.” Just before Christmas my family
member greeted me with the message, “I phoned Miss Ann’s office today and
thanked her answering machine for her help.”

I thought the family member’s wanting to personally thank her and go out of
the way to just drive by her office spoke volumes for her kindness and caring while
she maintained her workload. When I complimented her, she recognized the
compliment and responded that she was doing no more than any of her other
associates throughout the agency, from the main offices in downtown Lansing to the
branches throughout Michigan, saying, “In these challenging economic times,
everyone is pulling together to do the best possible job for each client.”

She talks it. She walks it. If you have a handbook for providing exemplary
service, Ann could have been your author.

Aleta Mineo O’Connell
DeWitt

■ Ann Snider is an eligibility specialist for Clinton County FIA.

Date: Dec. 24
To: Kathryn Szewczuk
Lenawee County Community Mental Health, Adrian
Subj: Happy New Year

Rachel and I ... want to tell you what we have achieved during the last few
months in our Israeli wraparound. After our volunteer project in Beer Sheva we have
succeeded in getting official approval for a three project in three different places –
Beer Sheva, Tel Aviv and a Beduin cluster of villages called Segev Shalom in the
southern part of Israel where Beduins have always lived in the desert. The Ministry of
Labor and Social Affairs is contributing money and also Ashalim, which is part of the
JDC (joint distribution committee) Israel and the New York Jewish Federation.

We want to thank you for your very significant contribution to this stage of
the project, without your input in Israel and the visit to your program by Rachel we
would never have gotten to this stage. Would you like to be involved more intensely
in the project? We would be very happy for any advice you can give us from your
great experience and knowledge.

Aliya Kedem (and Rachel)
Israel via e-mail

■ Submitted by Jim Beougher, director of Washtenaw-Livingston County FIA. “Four
years ago, Kathryn and I went to Israel to explain the wraparound process,”
Beougher said. “I was pleased to learn that based on that overture they have
implemented the process in three communities.”

Date: Dec. 16
To: Rosetta Scott, Family Independence Specialist
Wayne County FIA McNichols-Goddard District, Detroit
Subj: My daughter

Letters policy

"Intercepted letters" is one of the most popular features in FIA Icon *online*. Correspondence submitted for publication must have the approval of the author in order to be printed. Unsigned letters and signed correspondence requesting the author's identity be hidden will not be published.

Correspondence from FIA customers or service applicants must be accompanied by a signed [Consent for Publication](#) form. This self-explanatory form can be downloaded from the MS Word template as form [0199.dot](#) The consent form must include the names of other family members cited in the letter.

When correspondence comes from a minor, a parent must give approval by signing the consent form. When the author is not an FIA customer or service applicant, rules of courtesy apply and the author should verbally approve your decision to publish before correspondence is submitted.

I just want to express to you how deeply you have touched my life and how you have given me a renewed faith in people. I have felt from the beginning of our association that you went a bit over and above what was required of you and in expressing my feelings to my 14-year-old granddaughter she replied to me that, "Maybe Mrs. Scott is an angel and she doesn't even know it!" I don't know if that's a fact but I do know that you have turned out to be the closest things to an angel that's ever crossed my path.

[Mary E. Beverly](#)

Detroit

■ The author is mother and grandmother to FIA caseholders who are assisted by Ms. Scott.

Date: Dec. 6

To: Then-FIA director Doug Howard

Subj: Judson Center Family Group Decision Making

I write to commend Judson Center's Family Group Decision Making program on the excellent service they are providing. Recently I have had the pleasure of working with Leslie Harrington, Amity Walter and Angela Hunter on two extremely difficult cases. These three women devoted a great deal of time and energy to find safe appropriate plans-placements for those two families.

Unfortunately, the plans and placements did not work. This was not from a lack of effort or energy on the part of Family Group Decision Making...(which) spent many extras hours attempting to resolve the many problems that were presented. I was kept informed of the progress or lack of progress of the families at all times. My opinions and decisions were accepted and respected in regards to the direction of the cases.

Family Group Decision Making went above and beyond the call of duty. When the children had to go into placement, they assisted with home studies of relatives. Currently I have one other case with Family Group Decision Making which is going quite well. I have had good experiences with Family Group Decision Making in the past and continue to experience the same. If I could change one thing it would be to allow Family Group Decision Making to assist with level four cases to avoid getting to this intense level. Family Group Decision Making requires recognition for the fine service they are providing.

[Mary Fradette](#)

Children's Protective Services

Washtenaw County FIA, Ypsilanti

■ Royal Oak-based Judson Center is a nonprofit human service organization that provides services in Macomb, Oakland, Wayne and Washtenaw counties. Family Group Decision Making is an FIA-supported family preservation and support discipline. "Level four cases" are Children's Protective Services cases where no evidence of abuse or neglect is apparent and assessment indicates community services are recommended to prevent future harm.

Date: Nov. 13

To: Mark Homan, Family Independence Manager

Subj: Michelle Guzman-Merrill

I am writing to inform you of how helpful your employee, Ms. Merrill, has been. My sister-in-law, Erica Allison, has two minor children. In early August 2002 she moved from Atlanta into our home in Monroe to escape an abusive marriage. She had no money and was in a fragile emotional state. My wife and I agreed to provide a support base for Erica and her daughters while she worked to get back on her feet. Because of Erica's emotional state I've helped her sort through the financial burdens of being a single parent.

Erica and I have had numerous conversations and meetings with Ms. Merrill in an attempt to maximize Erica's return to self-sufficiency. Ms. Merrill was professional, courteous and responsive to our questions throughout this process.

Employee Service Program

April is **National Alcohol Awareness Month**. National Alcohol Screening Day, April 10, is the centerpiece of the campaign that lasts all month.

Most individuals who consume alcohol do so safely and do not encounter difficulties. However, according to the National Institute on Alcohol Abuse and Alcoholism (NIAAA), approximately 14 million people drink in amounts that create problems.

What is a safe level of drinking? For most adults, the NIAAA considers two drinks per day for men and one drink per day for women as moderate drinking that causes few if any problems. One drink is defined as 12 oz. of beer, 5 oz. of wine or 1.5 oz. of 80-proof distilled spirits). Certain health conditions, a family history of alcohol problems, pregnancy, or the use of either prescription or over-the-counter medications may make even moderate drinking harmful.

What about you? The Employee Service Program offers a **free, anonymous telephone alcohol screening** that is available 24 hours a day, seven days a week. By calling **1-800-887-5676**, you will be able to respond to a series of pre-recorded questions and have your answers tabulated, while you are still on the phone.

■ The Employee Service Program is administered through the Office of State Employer. **For more information** call 373-7630 or 800-521-1377 (Lansing); call 456-4020 or toll-free 800-872-5563 (Detroit).

She never approached Erica like a second class citizen for needing aid. Ms. Merrill took the time to listen to us and she treated us with the utmost respect.

There were times Ms. Merrill gave us an answer we didn't like. Sometimes we felt aid wasn't enough or that the process was inefficient. But regardless of the answer Ms. Merrill always took the time to explain the situation to us. We have no doubt she did everything within the scope of her office to help Erica and her daughters. With Ms. Merrill, we weren't just a number. When we met or talked with her, she treated us like her only client. That's impressive because I can only imagine how busy your office must get.

I'm fortunate enough to work for Ford Motor Company and I have both a bachelor's degree and an MBA from the University of Michigan. I tell you that only to let you know I recognize quality professionalism, quality customer service and quality employees when I see them. Ms Merrill is all of those and more. I'm proud to say that Erica has found a good job and is on her way to emotional and financial recovery. She no longer needs FIA's assistance. But if anyone else I know ever needs FIA, it's great to know someone of Ms. Merrill's caliber is there. Please let her know how much we appreciate her help.

Mike Reichenbach
Monroe

Date: Nov. 4
To: Yasmin Reed-Murphy, Eligibility Specialist
Wayne County FIA Grand River-Warren District, Detroit
Subj: Your assistance

My family and I would like to thank you for the kind and expeditious manner in which you handled my brother, Darrin's, case. You made a painful process a little more bearable. Your professional and polite behavior was greatly appreciated by my family and will be remembered as a part of our daily thoughts of Darrin. Kindness is contagious, so keep up the good work; there are those who genuinely appreciate it.

Jacqueline Nelson
New Albany, Ohio

FIA people

FIA director Nannette M. Bowler announced an **agency reorganization** March 25. **Donald B. Weatherspoon, Ph.D.**, who was appointed chief deputy director effective March 31, will manage the activities of two deputy directors.

Donna Mullins, formerly special assistant to the director, is deputy director for service delivery and **Jim Nye** is deputy director for field services. Mullins will administer program areas while Nye, who was already a deputy director, will be chief administrator over county & Wayne County district operations as well as the Disability Determination Service.

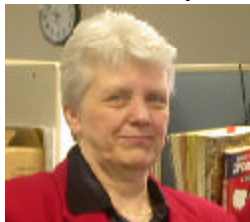
Weatherspoon, who was most recently the assistant superintendent of Michigan Department of Education, has administrative responsibility for non-service delivery areas such as budget, accounting, contracts, administrative services, personnel, Inspector General and Juvenile Justice services and is second in command of the agency.

"Don Weatherspoon is an outstanding administrator and leader. I know his skills will be invaluable as we move forward during these challenging times," said Bowler.

Weatherspoon was assistant superintendent at Education since 1998. He was deputy director for Michigan Department of Natural Resources from 1992-96 and deputy director for Michigan Department of Commerce from 1983-1991. He holds a Ph.D. from the University of Michigan.



Don Weatherspoon



Donna Mullins



Maria Candy



Felix Sharpe



Gary Miller



Sharon Jackson



Earnestine Morgan

Bowler also announced March 26 the appointment of **Maria Candy** as director of legislative and liaison services and **Felix Sharpe** as federal liaison, effective March 31. Candy had been a member of the legislative liaison staff.

Bowler appointed **Martha Gonzalez-Cortez** as director of migrant services for the FIA, effective April 14. Gonzalez-Cortez is director of the Hispanic Center of Western Michigan in Grand Rapids.

Bowler announced the appointment of **Musette Michael** as director of the Bureau of Legal Affairs, effective Jan. 13. "Musette comes from the Attorney General's Office," Bowler said. "She has prior experience with FIA ... as a caseworker in Shiawasee County."

Michael announced the appointment of **Dawn Fleming** as legal liaison, replacing **Linda Rose**, who took a position as director of Office Services for FIA. Both appointments were effective Feb. 18. Michael said **William Kordenbrock** accepted a position as director of administrative hearings within the Bureau of Legal Affairs, effective Jan. 13.

Gary Miller, program integrity analyst in the FIA Bureau of Family Independence Services, died Feb. 9 a day after having a stroke. He was 49. Services were held in Mr. Miller's hometown of Owosso Feb. 13.

FIA Family Independence Services director **Janet Strobe** announced the appointment of **Don Mussen** as director of Family Support Services Division, effective Feb. 3. "Don is a long-term employee of the FIA," Strobe said. "He has spent his career in the field, most recently as director of the Greendale District office in Wayne County."

Strobe announced the appointment of **Dawn Callahan** as director of the bureau's training and program support division, effective Jan. 20. "Dawn is a long-term employee of the FIA (that) has worked extensively in the field...and in central office as a trainer and training manager."

Wayne County director Rutland announced Jan. 3 that **Valerie Gordon** is serving as his administrative assistant. "At my direction (Gordon) will continue to take the county lead for program and payment accuracy during FY 2003-04," he said.

FIA Outstate Operations acting director **Kathie McDonald** announced the appointment of Missaukee-Wexford FIA director **Tom Schwarz** as acting director of Zone 1 and the reassignment of **Terry Salacina**. Schwarz began as acting Zone 1 manager Jan. 6, while Salacina was appointed as transition coordinator for Outstate Operations based in Lansing. "During the duration of Tom Schwarz's assignment as acting Zone 1 manager, **David VanHouten** has agreed to serve as the acting director of Missaukee-Wexford FIA," McDonald said. Salacina will assist with a range of "transition challenges unique to this agency," McDonald said.

Wayne County FIA's **Clarence Willis Jr.** announced new district and section manager appointments and assignments Dec. 10. They include the following manager appointments: **Derle Barnes**, Hamtramck District; **Valerie Biggs**, Redford; **Roger Christ**, Central CFS; **Sharon Jackson**, Gratiot-7 Mile; **William Kennedy**, Schoolcraft-Schaefer; **Ru Shann Long**, Glendale-Trumbull; **Earnestine Morgan**, Medbury-Concord; and **Jeffrey Williams**, South Central CFS. In addition, **John Tarkowski** remains in a limited term assignment as manager at the Grand River-Warren District.

Program section manager appointments include: **Renee Adorjan**, Medbury-Concord District; **Susan Lowe**, Gratiot-7 Mile; **Stephanie Miller**, South Central CFS; **Valerie Nunn** at Glendale-Trumbull; **Evelyn Parrish** at Fort Wayne; **Gaile Patterson** at Fullerton; and **Jeffrey Terry** at North Central CFS.

Previously announced changes in district manager and dual district assignments include: **Rochelle Allen** at Inkster; **Georgia Cambell** at Lafayette; **Barbara Borden** at Lincoln Park-Taylor; **Barbara Madison** at Fullerton-Tireman; **Joyce Johnson** at McNichols-Goddard & Highland Park; **Patricia Smith** at Forest-Ellery & Warren-Conner; and **Barbara Nelson** at Oakman-Grand River & Grand River-Warren.

FIA Executive Council membership

Nannette Bowler, FIA director
Donald Weatherspoon, chief deputy director

Donna Mullins, deputy director
Jim Nye, deputy director

Michael Scieszka, chief financial officer
Karen Smith, communications
Musette Michael, legal affairs

Jocelyn Vanda, executive assistant
Marilyn Stephen, child support
Rita Barker, internal audit

Maria Candy, legislative affairs
Felix Sharpe, federal liaison
Jeff Krause, executive on loan
Charles Overbey, analysis & evaluation

Ann Marie Sims, special projects
Jean Hoffman, child & family services
Janet Strobe, family independence services
Kathie McDonald, outstate operations

Samuel Chambers, Oakland County
Jim McCormick, Lake-Newaygo counties
Jane Johnson, Muskegon County

Tom Dillon, Tuscola-Sanilac counties
Jerome Rutland, Wayne County
Russell Sexton, Delta-Menominee counties

Charles Jones, performance excellence & DDS
Alan Kimichik, inspector general
Ken Hales, juvenile justice

Michael Masternak, human resources
Asha Shah, quality control
Sue Doby, Department of Information Technology

Take a deep dive

The immersion process

By Jeff Krause
KrauseJ@michigan.gov

That is what FIA central office administrators and field managers are being asked to do by FIA director Nannette Bowler. The immersion process...or deep dive...is the way our agency will meet the future – by keeping the four key primary goals of the agency in the forefront as we determine how and what services we will deliver to our customers in the future. Those goals are (in the order of their priority):

- Safety.
- Well Being.
- Independence.
- Permanency.

The immersion process requires staff persons from across the agency to look at what they do from ground zero in the same way we are approaching setting priorities for the FIA budget. It isn't an easy swim to the finish line.

To begin the process, we have divided the services and programs FIA provides into 17 "lines of service". A line of service is a key area of the agency that provides a service with a defined and expected outcome for the customer. An example is Children's Protective Services with an outcome of safety for the children.

A line of service team including county representatives prepares a "deep dive" assessment...or immersion...of that line of service. The assessment includes the current state, strategic direction, resources and next steps – a business plan. After their initial assessment the team leads a series of discussions with the FIA Executive Council with the objective to gain support, guidance and direction.

All FIA services will be examined during the process, which started in February and concludes in August. Executive Council is a group of 29 administrators and county directors. There are three fundamental questions in the process for each line of service:

1. **Where are we?** Team members define the current status and assess where we are in the program, focus on the customer, desired outcomes, key issues, resources available (including staff) and opportunities that are present in our current environment.
2. **Where do we want to be?** Team members determine the strategic direction that articulates the future vision for the program and plan, including the targeted outcomes.
3. **How are we going to get there?** The team develops a detailed work plan, actions, responsibilities and required resources to get to the desired outcome.

So what does this mean to you as an FIA employee today? The FIA is capitalizing on these times of restricted resources to reexamine what we do, how we do it, why we do it, who we do it for, what we hope to accomplish and whether the direction we are heading is correct or needs to be rerouted. The outcome of this process and its resulting business plan should help to bring our priorities, expectations and resources into alignment.

Over the next six months we will complete the reviews of all of our lines of service and share them with you as they are completed. Each line of service is scheduled to complete the first two rounds of EC discussions by the end of August, before input for the 2005 budget process begins. A schedule of program areas is included later in this newsletter.

■ Jeff Krause is a Delphi business analyst on loan to the Family Independence Agency.

Bureau of Family Services contact information

Application Requests:
Licensing Division at 517-241-2488

Licensee Inquiries: call toll-free 866-685-0006.
In Lansing and environs please call 241-2488

Training/Consultation
Inquiries: 517-373-8300

To File a Complaint

- Fill out the on-line complaint form at www.michigan.gov/cisl
- Fax the Internet form to the Complaint Intake Unit at 517-241-1680
- Send e-mail to gjhacke@michigan.gov
- Mail the complaint form to: Bureau of Family Services Complaint Intake Unit 7109 W. Saginaw, 2nd Floor P.O. Box 30650 Lansing, MI 48909-8150
- Call the Complaint Intake Unit at 866-856-0126 (toll free)

Accident/Incident Reports required by rule to be filed with BFS

Mail to the Complaint Unit at: Bureau of Family Services Complaint Intake Unit 7109 W. Saginaw, 2nd Floor P.O. Box 30650 Lansing, MI 48909-8150

Toll-free telephone number for public inquiries regarding licensing information: 866-685-0006. In Lansing and environs please call 517-241-2488

Bureau of Family Services

The Michigan Department of Consumer and Industry Services Bureau of Regulatory Services has been renamed the Bureau of Family Services to better reflect services it provide to families by licensing and regulating child care, child welfare, adult foster care and homes for the aged facilities.

The bureau has changed from a program-based structure (adult foster care, child day care, and child welfare divisions) to one based on function (licensing, consultation and training, and investigation and disciplinary action divisions). By centralizing the processing of routine paperwork to support staff in Lansing, licensing consultants will be able to focus on their primary roles of inspecting facilities, providing consultation and training and conducting investigations.

"While we experienced some "growing pains" at the onset of the reorganization, I am confident that you will soon find that we are still there for our customers," said interim director Irma Zuckerberg. "We will be there more promptly because we will have the option of assigning inspections or investigations to available staff, rather than based on a consultant's caseload."

FIA is state quality leader

21 teams received awards in 2002

By Stan Parker, Quality Recognition System Coordinator
FIA Office of Performance Excellence

Telephone (517) 373-7984

Parkers@michigan.gov

The Family Independence Agency partnered with Michigan Department of Civil Service Office of Performance Excellence to participate in the state of Michigan Quality Recognition System Program. The program was developed to recognize staff teams that implement process improvements that contribute to enhanced state government services and products.

While the program was discontinued because of state budget difficulties, the FIA was, for the second consecutive year in 2002, the leader of all state agencies and departments in recognizing teams for implementing process improvements. Twenty-one teams were recognized and each team received formal recognition and a cash award. The awards ranged from \$750 to \$3,000.

Each team determined how the cash award would be distributed. Some teams divided the funds among the team members, some teams donated the funds to charity and some teams sponsored a staff luncheon.

All process improvements that received awards were consistent with the agency's mission, vision and values and reflected enhanced services to both internal and external customers. Agency staff members are encouraged to think out of the box and be innovative in reviewing our current processes. To review all of the FIA process improvements that received awards logon to: www.michigan.gov/mdcs – Agency Services – Performance Excellence – Quality Recognition – Quality Recognition System Results.

Quality Recognition System awards given late in 2002 include:

Wayne County FIA Gratiot-7 Mile District staffers **Audrey Lowe** and **Judy Neumann** were awarded a \$1,500 Quality Recognition System award for developing and implementing the **ACCESS customer notification database process**. **Michael Potts**, the team sponsor, was presented a certificate of teamwork achievement at the event. If you would like to know more about this process, contact Judy Neumann by telephone at (313) 372-6223 or by email at Neumannj@michigan.gov

Spirit of Youth awards

The Michigan Committee on Juvenile Justice – an independent entity administered through the FIA – presented several “Spirit of Youth” awards at its March 7 meeting. The committee identified four youths that have made great strides through the juvenile justice system and are currently bettering the lives of at-risk youth.



Joleen Ouderkirk

The committee presented awards to Joleen Ouderkirk of Midland and Chris Hutchinson of Ypsilanti, both 19. Two other youths were given awards, as well.



Chris Hutchinson

Ouderkirk was a mother at age 15 and is now working full-time and raising her four-year-old. Hutchinson overcame involvement with the juvenile justice system and will graduate Phi Beta Kappa from college. He credits his father coming back into his life as a signature event for him.

“Samuel”, a 17-year-old from Detroit, received an award during the ceremony (we can’t reveal his name or show his photo). After his parents’ rights were terminated when he was 13, Samuel lived unsupervised on the streets of Detroit and spent time in several juvenile facilities. He is now back in school and doing well.

Another youngster would have received an award but did not attend the event. He was reportedly too busy attending school in Chicago.

For more information contact Ralph Monsma at Monsmar@michigan.gov

On Nov. 14, adult services managers of the **McCree District in Genesee County FIA** were awarded a \$1,500 Quality Recognition System award for development and implementation of **centralized adult services intake**. The team included services section supervisor **Renae Banks-Rowser** (retired) and three adult services supervisors, **Stephen Nisbet** (retired), **Christene Brown** and **David Gamage**. For more information contact Barbara Anders at (810) 760-7387 or Andersb@michigan.gov

Children’s District of Genesee County FIA was awarded \$1,000 by the Quality Recognition System last Nov. 14 in recognition of its **foster care assignment database**. Genesee County FIA director **Denise Chambers** presented the award to **Susan Hull**, **Theresa Armstrong** and **Lona Scribner**, a retired administrative program manager. For more information contact Theresa Armstrong at (810) 760-2858 or Armstrongt@michigan.gov

Genesee County FIA Pierson Road District office was honored with a \$1,500 Quality Recognition System award for its **lobby customer service representative** – a family independence specialist who sits in the lobby and is freely accessible to anyone with a service need. The need for this type of service grew out of an awareness that numerous customer requests, while important, were minor in nature and could be handled unobtrusively by someone with expert program knowledge. For more information contact Nancy Reinke at (810) 760-4920 or Reinken@michigan.gov

2-1-1 connects people

2-1-1 is an easy-to-remember phone number for people to call when they need information about **health and human services in their community**. The Federal Communications Commission, the Michigan Legislature and the Michigan Public Service Commission have approved the 2-1-1 phone number for implementation in Michigan.

In Michigan the 2-1-1 system will consist of a series of regional “comprehensive” information and referral centers. These comprehensive centers, many of them long-standing community resources in the current service system, will have trained information and referral specialists who will, with the help of computerized databases, direct callers to specialized services, public agencies, and private organizations to meet their needs. Comprehensive 2-1-1 Call Centers will be available 24 hours a day seven days a week. Calls are free to the user.

2-1-1 brings services together and connects people with the help they need. Faced with a dramatic increase in the number of agencies and help-lines, people often don’t know where to turn. 2-1-1 creates access for people in need to connect with the help they need before their problems escalate. Prevention programs will be more available through a highly visible, well marketed three-digit telephone number.

There are also many people who want to give help but don’t know how. A 2-1-1 system features improved and simpler access, professional assistance, and access to a full range of community information. 2-1-1 offers additional benefits by having the capacity to collect comprehensive data on community needs and gaps in service.

Nationally 18 percent of the population has 2-1-1 service. In Michigan, Kent and Calhoun Counties have 2-1-1 service. Plans are under way for statewide



Martinez named Children's Ombudsman

Governor Jennifer M. Granholm appointed former state representative Lynne Martinez as Michigan's Children's Ombudsman March 19.

Martinez, 54, of Lansing, was director of the Capital Area Youth Alliance and the Commission for Lansing Schools



Success. She served in the state legislature from 1994-99.

The **Office of the Children's Ombudsman** is an independent government agency that works to assure the safety and welfare of Michigan children who are in need of foster care, adoption, and protective services. The office independently investigates complaints, advocates for children, and recommends changes to improve law, policy, and practice that benefit children's welfare.

The position of Children's Ombudsman is not subject to Senate confirmation.

service through a grass roots effort coordinated by the Michigan 2-1-1 collaborative. Here's what you can do to help:

- Join the Michigan coalition of state and local organizations that is spearheading the drive to make 2-1-1 accessible statewide. Members include the Michigan Association of United Ways, the Michigan Alliance of Information and Referral Systems, the Michigan Nonprofit Association, the Detroit Public Library, and a host of community-based organizations, state and local government agencies, corporations, hospitals, schools, professional associations, and foundations.
- Promote 2-1-1 to your colleagues, employees, sister organizations, local civic groups, family and friends, and the media.
- Provide expertise in call center planning and development.
- Provide grant or sponsorship support.
- Ask your state legislator to support 2-1-1.
- Stay informed by receiving biweekly e-mail updates from the Michigan 2-1-1 Collaborative.

Michigan's 2-1-1 collaborative is working to move the initiative statewide. The collaborative is led by the Michigan Association of United Ways, Michigan Alliance for Information and Referral Systems and a number of local United Ways as well as Health and Human Service Agencies.

For information about 2-1-1 contact [Nancy Lindman](#), Michigan's 2-1-1 coordinator, at 517-974-0329 or by e-mail nlindman@attbi.com

Links to.....

Achievers of the Month

March 2003: Yolanda Hightower of Wayne County
February 2003: Carmen Leuder of Ottawa County
January 2003: Heather Van Pelt of Lapeer County
December 2002: Rebecca Garza of Saginaw County
November 2002: Reachelle Barrett of Gratiot County
For information on these and other achievers of the month, [click here](#)

News Releases

FIA reorganization announced
New deputy director appointed
Structured Decision Making wins national award
FIA billboards promote zero tolerance for senior abuse
For more information on these and other recent news, [click here](#)

Tips and Topics for Serving Your Families

See these informative collections on the [FIA-Net](#) under "[Employee Information](#)".

Encouraging family formation

FIA projects build families in pilot locations

By Bob Wyckoff
FIA Office of Communications
Telephone (517) 373-7394

Throughout the year the Family Independence Agency has piloted the [Encouraging Family Formation](#) project in selected communities in the state. The project provides services focused on families with children born to unmarried mothers and families with at-risk children.

The project has been piloted in Berrien, Charlevoix, Emmet, Genesee and Kent counties, as well as in selected areas of Wayne County.

The 1996 federal law establishing the **Temporary Assistance For Needy Families** program (**TANF**), three **“family formation”** goals are spelled out in the four purposes of the act:

(i) “to provide assistance to needy families so that children may be cared for in their own homes or in the homes of relatives.”

(ii) “to end dependence of needy parents on government benefits by promoting job preparation, work and marriage.”

(iii) “to prevent and reduce the incidence of out-of-wedlock pregnancies and establish annual numerical goals for preventing and reducing the incidence of these pregnancies.”

(iv) “to encourage the formation and maintenance of two-parent families.”

The 2003 reauthorization of the law is expected to include greater emphasis on family formation up to and including grants to states to establish family formation projects.

“Only about a fourth of American households today are traditional families with two parents married and living at home with their children,” said FIA director Nannette Bowler. “A growing percentage of couples who are not married are living together and having children.

“Almost half of unmarried couples between the ages of 25 and 34 have children. This project is designed to help those and other families make informed decisions about their relationships and their futures.”

Because of divorce and nonmarital pregnancies, the number of children who live without a father present in their home continues at high levels. Research shows that, in the aggregate, these children have a significantly more difficult path in life than children raised in homes that include both parents.

Children raised without their father present are more likely to experience poverty, engage in high-risk behavior or suffer from emotional or developmental problems. Over time, they are more likely to have higher levels of educational attainment, employment opportunity and earning potential.

The program supports new parents through training in communication skills, parenting skills, budgeting and use of community resources. Most programs provide a total of 24 hours of training and offer parents incentives to participate.

Custodial parents who receive cash assistance from the Family Independence Program are encouraged or required to participate. Parents are also recruited for the program from local hospitals, pediatrician’s offices, health departments and other community partners.

Classes explore topics like the importance of dads; the benefits of marriage; planning and preparing for life changes; creating a personal and family support system; building self-esteem; dealing with stress; managing anger; setting priorities; sharing the responsibilities of parenting; and balancing work and family.

In Genesee County, classes are offered for seven six-week sessions. Participants attended two classes per week from 10 AM-Noon. Free onsite day care and bus passes for transportation are provided. Students attended 12 two-hour sessions (24 hours) or four two-hour evening sessions (16 hours) covering the following topics: Child Support, Custody and Visitation, Substance Abuse, Asset Building-Legal Child Support Issues, Anger Management, Co-Parenting, Stress Management, Career Planning-Growth, Development and Health-Developing a Family Budget-Car Seat Safety and Discipline. Seven local agencies including the FIA participated.

Kent County’s program has impacted more than 100 families. **In Kent County** partners include Bethany Christian Services, D.A. Blodgett Services for Children and Families, Hope Network’s Noncustodial Parent Program, Kent County Health Department, Kent County MSU Cooperative Extension Service, Madison Square Christian Reform Church, Pine Rest Family Institute, Planned Parenthood Centers of West Michigan, South End Community Outreach Ministries and United Methodist Community House.

The FIA has also contracted with Michigan State University Extension to develop a curriculum to help families make healthy decisions in a structured and effective way.

ITTs restored on pilot basis

By Sue Doby

Department of Information Technology

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As a result of early retirement, associated hiring, staff reassignments in county offices and changes in staff responsibilities associated with Department of Information Technology (DIT) transition, the FIA has experienced problems in county offices with users having appropriate access to automated systems. Because these problems impact workers’ ability to get their jobs done, the FIA and

Wayne County FIA receives Skillman Foundation grant

The **Wayne County Family Independence Agency** recently received a planning grant award of \$50,000 from the Skillman Foundation. FIA wants fathers to be more involved in the lives of their children.

This grant will help support the development of a new "fatherhood initiative". Men who are fathers will have greater access to services that help strengthen parent-child relationships.

It has been shown that children stay in school longer, have less contact with juvenile court authorities, and engage overall in a better quality of life when both parents are active in the child's life. Fathers are important in a child's life. FIA wants to help fathers meet their responsibilities and enjoy the role of a lifetime.

Contact Al Ward at (313) 456-1256 for more information.

DIT agree that some interim measures are necessary to resolve these problems and improve the work environment.

DIT commits to the following changes until the end of the current fiscal year, Sept. 30, 2003, at which time the status of the issues that generated this agreement will be reviewed to determine necessary steps:

- Administrative rights for one former ITT in each FIA office will be restored to the level that existed when those remaining ITTs were transferred to DIT. This will allow an FIA employee in each office to do the following: Add and delete printers to the network; delete, pause, redirect and restart print jobs; add and delete users in the Windows 2000 Active Directory; reset Windows NT and Novell passwords; create Novell accounts; rebuild workstation configurations; create or modify template folders on Windows G: drive; create folders on network drives in W2K and Novell; administrator access rights to W2K and Novell servers; add users to local domains; change backup tapes and verify proper backup completion; reserve unique IDs using the state's LDAP lookup and database.

This does not include administrative duties that ITTs never had, such as creation of new GroupWise accounts, IDs and passwords. These duties will continue to be done by DIT staff since returning these duties to FIA could generate related server and user problems that DIT staff will need to resolve. DIT will resolve those issues as quickly as possible and will notify FIA if a pattern of problems arises.

- Beginning March 17 and continuing for the period of this agreement, DIT will make the four security staff sent from FIA to DIT available to work 100 percent of their time on FIA security issues including the assignment of FIA application user IDs and passwords.
- Since the completion of the early retirements DIT has added two temporary staff to supplement security personnel that are handling access rights, user IDs and passwords for FIA applications. If the backlog of these requests is not resolved by item above, DIT will add additional temporary staff to this unit.
- DIT will review all processes associated with the assignment of user IDs and passwords for new employees and those employees returning from extended leave and make process improvements to expedite the time associated with DIT completing these requests.

The Family Independence Agency agrees that their role in conjunction with the DIT responsibilities identified above is to:

- Identify one former ITT in each county office to which administrative server rights will be restored. Counties will submit this information to the FIA information officer. DIT will restore these server rights within five business days of receiving the spreadsheet.
- Notify the DIT Help Desk and security staff five business days prior to the start date of any new or returning employee. This will allow all user accounts, IDs and passwords to be established prior to the first day that the employee is at work.

E-records management

From Bill Perry

Michigan Department of History, Arts and Libraries

Records Management Services, Lansing

Information: wojcikc@michigan.gov

Projects initiated by Records Management Services of the Department of History, Arts and Libraries and the State Archives of Michigan focus on **e-records management for state agencies**. The first project focuses on the management of electronic records and the second initiative emphasizes preservation of electronic records.

As computers continue to transform the way government conducts business, the volume and types of electronic records created by government increases significantly. Traditional approaches and tools available to state employees for managing and preserving records are often insufficient for those in electronic formats.

Pilot project

In May 2000, work began on the Records Management Application – or RMA – pilot project. This project was designed to install and evaluate an RMA product, called ForeMost, on the computers of two test groups.

RMA software provides a centralized repository for the storage and maintenance of and access to electronic records such as e-mail, word-processed documents, and digital images. All documents stored in the repository are organized in a structured filing system, and all are full-text searchable. The software ensures that records are protected from alteration and destruction during their retention period, and it destroys the records at the appropriate time, in accordance with legal requirements.

Pilot project participants included the Department of Management and Budget's former Office of Support Services and selected agencies within the Department of History, Arts and Libraries.

Mixed results

The business process and cultural change evaluation of RMA use found mixed results. Those users who adopted the RMA into their normal record-keeping activities realized significant benefits, such as faster and easier filing and retrieval of documents (hours to minutes).

But many pilot project participants were reluctant to accept the new way of filing. The greatest success came when the RMA was a part of a broad business process improvement.

The second initiative focuses on the preservation of electronic records. The State Archives of Michigan is collaborating with the San Diego Supercomputer Center to develop and test preservation functional requirements for electronic records stored in an RMA.

RMA software ensures that electronic records are properly retained and destroyed, but it cannot ensure that these records are preserved and remain accessible as technology changes. The project will look at preservation tools.

Teaming through diversity

**By Janice Strozier, District Manager
Genesee County FIA Pierson Road District, Flint
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Strozierj@michigan.gov

FLINT – The Diversity Committee at the **[Genesee County Family Independence Agency Pierson Road District](#)** office ended their year of activities with an open house for employees, family members and friends to celebrate the holiday season.

The open house was very well attended and was most enjoyable. Several Pierson Road District 2002 retirees joined in the celebration. The Diversity Committee did an excellent job with the refreshments and decorations for the celebration.

During the event the Pierson Road Chorus sang Christmas carols under the direction of family independence specialist **[Roxann Guzak](#)**. They also rendered the Motown version of "Silent Night" led by eligibility specialist Barbara Moore and performed musical selections from the Slave Era. Among the traditional Christmas songs was "Oh Holy Night" led by eligibility specialist **[Paula J. Harden](#)**.

Members of the chorus include **[Mattie Bentley](#)**, **[Ella DeLeon](#)**, **[Roxann Guzak](#)**, **[Paula J. Harden](#)**, **[Linda Mawdsley](#)**, **[Barbara Moore](#)**, **[Mary Rison](#)** and **[Susan Schmidt](#)**.



Mattie Bentley with desserts from around the world.

An event a month

Prior to the open house in December, the Diversity Committee coordinated an American heritage celebration in November. A traditional Thanksgiving luncheon was catered with additional side dishes being prepared by the employees at the district office. Among the guests was the Genesee County Family Independence Agency director Denise Chambers and others from central administration.

During the month of September 2002, Mike Zellely made a presentation on available resources for persons with disabilities. The celebration of diversity also included a baby picture contest with a theme of "Back To The Beginning – Original Origins".

"Substance Abuse Knows No Prejudice" was the theme for the month of June 2002, when Marjorie Evans spoke on the issue of substance abuse having no boundaries. There are no boundaries as it relates to race, gender, age or socioeconomic status.

March is National Women's Month and March 2002 began with a "time out" for the women of the Pierson Road District Office to focus briefly on themselves. Alma Cooper of Saginaw gave a presentation on the "power of meditation" and "positive thinking" while participants enjoyed a salad luncheon.

As part of the March celebration the men of the Pierson Road District Office invited all women to breakfast at Tiffany's – a created fantasy for a morning with the men serving as the chefs and hosts at the district office. The finale for the month of March 2002 was the "chocolate challenge" when staff prepared desserts from their favorite chocolate recipes.

Around the world

"Desserts From Around The World" kicked off the activities for the month of February 2002 sponsored by the Pierson Road Diversity Committee for the Valentine Celebration. Each unit was assigned a country to research and to bring a dessert to share representing the country selected.

In honor of Black History Month, state Rep. Vera Rison ended the month of February with a presentation on the benefits to acknowledging the contributions of people of all races. A potluck style African American luncheon followed the presentation.

The year 2002 began with a presentation by **Rochelle Whitepigeon Ettawageshik**, a native American FIA employee, on the affect of the civil rights movement on Native Americans in January 2002. Attenders enjoyed a wild game potluck luncheon.

The employees at the Pierson Road District Office look forward each year to the various activities sponsored by the Pierson Road Diversity Committee chaired by **Mattie Bentley** and co-chaired by **Sue Schmidt**. Members of the Diversity Committee are **Mattie Bentley, Earley Collins, Roxann Guzak, Paula J. Harden, Sue Hardy, Linda Mawdsley, Barbara Moore, Mary Rison, Sue Schmidt** and **Corrine S. Williams**.

National Disability Mentoring Day

By Margaret Heiser

Michigan Commission on Disability Concerns, Lansing

Telephone (517) 334-8000 (voice/tty)

Michigan was one of 40 states to participate in **National Disability Mentoring Day** last Oct. 16. Lansing, East Lansing, Flint, and Midland recruited students to spend a day visiting a business or government agency that matches their career interests. The students spent one-on-one time with volunteer employer mentors.

In Lansing, Disability Mentoring Day (DMD) was coordinated by the **Michigan Commission on Disability Concerns** with assistance from the Michigan Association of Centers for Independent Living and Lansing School District work study coordinator, June Newsome.

"The Disability Mentoring Day experience helped me with my career decision," said Darren Renfroe, a Sexton High School senior. "After visiting SCW (insurance) Agency, I now know for sure that I want to...go into the insurance field."

Devon Budd and Dominique Carter, Everett High School students, both said that DMD gave them the opportunity to see specialized tasks that they hope to be doing in the future. Devon spent the afternoon with the Michigan Disability Rights Coalition learning about engineering a computer and Dominique received his mentoring experience at Keystone Architects.

Dominique said, "I enjoyed discussing the different things involved in the job and especially enjoyed doing the computerized drafting."

Disability Mentoring Day gives students the opportunity to experience, firsthand, the connection between school and work and to explore possible career paths.

Another student participant, Letitia Edmonson, a senior at Lansing Eastern High School who visited the Ingham County Sheriff's Department, said DMD helped her with her career decision "because it gave me the experience of being a police officer on the road."

Employers also benefit from Disability Mentoring Day. The experience provides them with an opportunity to tap a pool of potential future employees and to demonstrate positive leadership in their communities.

Sgt. Larry Harrison of the Ingham County Sheriff's Department said: "I thought this was an excellent program. Letitia was given a hands-on experience that will last a lifetime."

Local employer mentors included: Capital Area Center for Independent Living; Clark Foundation Company; **Ingham County Family Independence Agency**; Ingham County Sheriff's Office; Keystone Architects; Michigan Community Service Commission; Michigan Disability Rights Coalition; Michigan State University, Kresge Art Center; Olive Garden Restaurant; and SCW Agency.

The event was part of **National Disability Employment Awareness Month** and began in 1999 as a White House effort to help boost the employment of people with disabilities. The national coordinator is American Association of People with Disabilities.

MCB receives pair of awards

By Bob Wyckoff

FIA Office of Communications, Lansing

Telephone (517) 373-7394

The **Michigan Commission for the Blind** (MCB) received two quality recognition awards in November. The awards recognized the commission's Vision 2020 Initiative.

On Nov. 20 commission director **Patrick Cannon** accepted a Quality Recognition Award from the Capital Quality Initiative (CQI) during a breakfast meeting in Lansing. The mission of the initiative is to inspire and assist organizations to become more effective by providing learning opportunities in quality management philosophies and practices.

"It was my pleasure to accept the award on behalf of all MCB staff," Cannon said.

The CQI Outreach to Quality program is designed to recognize businesses, groups and organizations that are pursuing quality, demonstrating their commitment to excellence and are willing to share their knowledge with other quality-seekers in the mid-Michigan region.

Contact Karen Beauregard at (517) 485-2274 for more on the award process.

On Nov. 21 in Grand Rapids, MCB director of consumer services **Jim Buscetta** accepted a Michigan Quality Council Lighthouse Recognition Award on behalf of the commission (photo). The award recognizes completion of the Michigan Quality Council starter guide self-assessment and development of an

action plan for continuous improvement. The self-assessment is based on the Malcolm Baldrige performance excellence criteria.

"It was an honor to accept them on behalf of everyone who has participated in the process," Cannon said. "I am heartened by the positive change which is beginning to occur throughout the organization."

Cannon said the MCB's Vision 20/20 Initiative began nearly three years ago.

"We encouraged everyone to think boldly and creatively about what services for the blind might look like in the future, then help us identify, together, the steps we must take to help close the gap between where we are today and where we want to be in the future.

"We are in the process of 'tilting' our organization from vertical to horizontal, inviting all of our staff, commissioners, community partners and other stakeholders to design a customer-responsive service system. We are doing all of this within the context of four key strategies of visioning, quality, planning and learning."

In the past several months, Cannon said MCB completed its self-assessment process and is now gathering the information received through the visioning process and identifying vital priorities.

"Our next steps will include the development of action steps to implement some of the goals we've established."

Michigan Commission for the Blind operates programs around the state for sight-impaired persons.



2003 FIA Golf Challenge

By William Price

Washtenaw County Family Independence Agency

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YPSILANTI—As defending champions from the 2002 FIA All Counties Golf Challenge, Washtenaw County's team has completed arrangements to host the **2003 FIA All Counties Golf Challenge**.

The event is scheduled for Monday, Aug. 18, 2003 at Stonebridge Golf Club in Ann Arbor. The course is located at 1955 Stonebridge Drive. The contact person at the course is Dana Maschke who can be reached by telephone at (734) 429-8383 Ext. 10 or by e-mail at dlee@stonebridgegolfclub.net

The web site for the course is www.stonebridgegolfclub.net

Format

The format remains a four-person scramble with a shotgun start at 8 AM. Lunch and award ceremonies will follow the event. The cost is \$70 per person, \$280 per team. This includes golf, cart, lunch, taxes and gratuities.

The course will provide free range balls between 7-7:45 AM on the morning of the event. There will be contests during the event and prizes for each participant. Entry forms can be obtained from Bill Price.

As with last year's event, counties are asked to designate a captain who can maintain contact with Bill Price throughout the planning and entry phases of the event. It is also requested that each team submit one check for the team along with your entry form. The event will be limited to the first 32 paid entries.

The checks will need to be made out to William Price and we will open a bank account to hold the funds. Entry forms and payment should be sent to **Washtenaw County FIA c/o Bill Price, 22 Center Street, Ypsilanti, MI 48198.**

Stonebridge is an upscale course that has a dress code of no denim and shirts must have collars. The course is an Arthur Hills design and it plays 6491 from the white tees and 5075 from the reds. For those who are interested, we have negotiated a special rate for a practice round at the course on Sunday, Aug. 17 beginning at 2 PM. The cost is \$35 for a cart and 18 holes. Identify yourself or your foursome as participants in the FIA outing when making a tee time.

We have also negotiated a lodging rate at the Courtyard Marriott (3205 Boardwalk) and the Fairfield Inn Marriott (3285 Boardwalk). The Courtyard is \$75 without breakfast while the Fairfield is \$67 with breakfast included. Both facilities are approximately 2 miles from the course.

Local options

There are several other options in the vicinity for those wanting to seek their own lodging. The facilities are located near I-94 off the State Street exit. The Briarwood Mall is within walking distance and downtown Ann Arbor is about a five-minute drive. There are plenty of restaurants nearby and plans can be made for a bit of socialization at a local watering hole after the practice round.

As with past events, participants must be FIA employees or retirees and counties may send more than one team. For smaller counties, blended teams are welcomed.

Entry forms, rules, specific contests and prize information will be shared with team captains during future e-mail correspondence. Note that all participants will receive a gift or prize during this year's event.

Get your teams together and contact me as soon as possible so we can get forms out and establish the field of challengers who want to take home the coveted trophy. It is guaranteed that there will be a new winner this year and subsequently a new venue for next year's event. Hope to hear from you soon.

Our Washtenaw County team will be comprised of **Bill Price**, captain; **Greg Hill**, supervisor; **Mike McKie**, pro; and **Warren Southworth**, ringer! See you in August!

Family to family

Wayne County team sponsors local film premier

By Sonia Latta, Family to Family Coordinator

Wayne County Family Independence Agency, Detroit

Lattas@michigan.gov

Telephone (313) 456-1320

Michigan's Family To Family initiative seeks to create communities that can care for children. Today in Wayne County, too many children and teens need to find a loving family to call home. Our community has over 9,500 children in the foster care system including more than 1,900 who are legally free for adoption but have no permanent family.

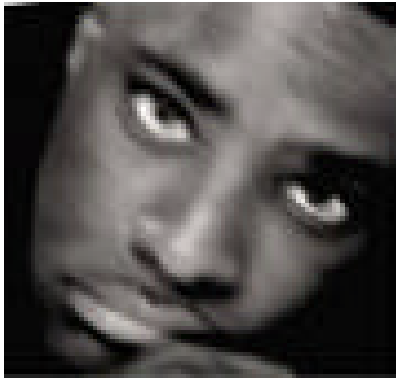
People living in Wayne County are working together to help make a difference in the life of these children by becoming foster and adoptive parents or helping to find a family who can.

"We are invested in changing the way our children come into foster care and believe that their experience must be one of support, care and positive outcomes," said Jerome Rutland, director of Wayne County FIA.

Franklin-Wright Settlement, Homes for Black Children and Lutheran Social Services of Michigan have partnered with the Family Independence Agency in family to family services with this goal – that every child will have a permanent, nurturing family.

Wayne County FIA's Family To Family team collaborated with "Mason in the Morning" KISS 102.7FM to host the Jan. 15 Detroit premier of the film "Antwone Fisher". During that event Antwone Fisher appeared, did book signings, and answered questions from persons attending the special showing.





Antwone Fisher

Antwone Fisher was born in Cleveland and grew up in the Cuyahoga County foster care system after tragic events including the shooting of his father and imprisonment of his mother. His unfortunate childhood included physical and mental abuse by a foster parent who told Antwone he was “worthless and would never accomplish anything in life.”

Details of Fisher’s life growing up in Cleveland – including a period of homelessness, time spent in the Navy touring the world, and Antwone’s search for his real family – are told in his book, “Finding Fish: A Memoir”.

Today, Fisher is an accomplished author, poet and Hollywood screenwriter. “I hope that after seeing the movie and reading my memoir, people will see that every child has value and boundless potential,” Fisher said. “That even if all one has to give is an encouraging word as a genuine gesture of care, that gift alone can save a child’s life and give hope for the future.”

Numerous things have changed and improved in our foster care system since Antwone Fisher lived in Cleveland. Thanks to the Family To Family initiative of the Annie E. Casey Foundation, foster and birth parents work together with FIA to do what is best for each child.

Those who volunteer to become foster parents receive a comprehensive orientation, training and support. Local community organizations are involved in helping to provide services in neighborhoods around the county. Many improvements have been made to determine if and when a child should enter the foster care system. But we all need to work harder to create a better child welfare system for our children and youth.

Many individuals—from businesses, governments, foundations, educational institutions, non-profit organizations and other groups—are working together to create a new community model in which every child in Wayne County lives in a permanent, wholesome, nurturing family environment that is physically and emotionally safe. Family To Family is helping to provide this opportunity.

Lines of service timetable

Line of service	Kickoff	Review 1	Review 2
Children’s protective services	Feb. 27	March 17	June 24
Children’s foster care	March 18	April 8	July 1
Adoption and adoption subsidy	March 18	April 8	July 1
Adult services	March 18	April 22	July 8
Adult protective services	March 18	April 22	July 8
Food assistance	March 18	April 29	July 15
Juvenile justice	March 18	April 29	July 15
Adult cash assistance	March 18	May 6	July 22
Family independence program	March 18	May 13	July 29
Child care	March 18	May 13	July 29
Prevention services	April 2	May 20	Aug. 5
Emergency services	April 2	May 20	Aug. 5
Child support	April 2	May 27	Aug. 12
Medical assistance	April 2	June 3	Aug. 19
Domestic violence	April 2	June 3	Aug. 19
Disability determination service	April 2	June 10	Aug. 26
Other services	April 2	June 10	Aug. 26

Rollup areas: **Children’s foster care** includes foster care, family reunification, kinship & youth in transition; **adult services** includes home help, adult foster care, physical disability & independent living services and HIV/AIDS; **adult cash assistance** includes State Disability Assistance & SSI; **prevention services** includes Children’s Trust Fund, prevention services for families, Strong Families/Safe Children and 0-3; **emergency services** includes State Emergency Relief, LIHEAP, weatherization, community action agencies & community service block grants; **other services** include Native American/Indian outreach, refugee services, migrant services, runaway services, Commission on Disability Concerns & volunteer services.